

EDITED TASK LISTING

CLASS: SYSTEMS SOFTWARE SPECIALIST I (TECHNICAL)

NOTE: Each position within this classification may perform some or all of these tasks.

1.	Consult with the application developers to define the required systems specifications using business/user requirements, knowledge of systems software, databases, security, and/or networks, at the direction of supervisor or technical lead.
2.	Make recommendations to teammates, supervisors, managers, and users on hardware/software systems (e.g., new releases, new features, new products, problem resolution, patches/fixes, etc.) to suggest alternatives to satisfy the business requirements using technical knowledge, documentation, and communication skills, at the direction of supervisor, technical lead, or project manager.
3.	Install hardware/software systems (e.g., new releases, new features, new products, patches/fixes, etc.) to provide increased capability and meet department's requirements, using vendor-supplied tools, documentation, technical knowledge, etc. at the direction of the supervisor, technical lead, or project manager.
4.	Test newly installed hardware/software systems (e.g., new releases, new features, new products, patches/fixes, etc.) to ensure that they function correctly and meet department's business requirements, using test scenarios and test plans, vendor supplied tools, documentation, technical knowledge, etc. at the direction of supervisor, technical lead, or project manager.
5.	Evaluate new products to determine if they will support and enhance CDCs automated business functions and ensure they meet business requirements, using technical knowledge, vendor documentation, product sample or trial, vendor presentations, etc. at the direction of supervisor, technical lead, user, or project manager.
6.	Mentor new staff in the unit in the use of software products, tools, and procedures to ensure that they understand the departmental standards using classroom and one on one instruction, vendor supplied materials, DOM, and documentation, at the direction of supervisor or technical lead.
7.	Report the status of systems projects, weekly maintenance efforts, change control items, or problem resolutions to supervisors and users to ensure that they are informed using status reports, problem management software, change management documents, time management systems, and technical knowledge, at the direction of supervisor, technical lead, or project manager.
8.	Advise teammates, supervisors, managers, and users on hardware/software systems (e.g., new releases, new features, new products, existing problems, etc.) to inform them about the impact of these systems on their applications/projects using technical knowledge, documentation, communication skills, at the direction of supervisor, technical lead, or project manager.

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9.	Consult with people in outside agencies and in the organization to inform them of services provided by systems software teams, answer questions/inquiries connectivity with California Department of Corrections (CDC) systems, facilitate data exchange, etc. using technical knowledge, business requirements, documentation, communication skills, at the direction of supervisor, technical lead, or project manager.
10.	Create project plans to produce schedules that will meet the department's requirements, using automated project management tools, vendor requirements, history of similar projects, technical knowledge, documentation, etc. based on departmental requirements.
11.	Design databases for the business unit to support the business functions (e.g., providing automated resources and tools to increase units' efficiency) using business requirements, system requirements, system specifications, at the direction of supervisor, technical lead, or project manager.
12.	Control user access to systems (e.g., network, systems, or database) in order to maintain system security using DOM, tools supplied by the vendor, SAM, user requirements, Information Security Officer, etc. at the direction of supervisor, state requirements, and CDC policy.
13.	Monitor user access to systems (e.g., network, systems, or database) in order to maintain system security using DOM, tools supplied by the vendor, SAM, user requirements, Information Security Officer, etc. at the direction of supervisor, state requirements, and CDC policy.
14.	Implement new database structures and database structural changes for the business unit to support the business functions (e.g., providing automated resources and tools to increase the units' efficiency) using business requirements, system requirements, system specifications, at the direction of supervisor, technical lead, or project manager.
15.	Test new database structures and database structural changes for the business unit to ensure that it works using business requirements, system requirements, system specifications, at the direction of supervisor, technical lead, or project manager.
16.	Perform backup and recovery tasks to ensure system security, disaster recovery, and operation recovery, using technical knowledge, documentation, tools supplied by the vendor, etc. as dictated by SAM, DOM, ISO, and the user and at the direction of the supervisor, technical lead, and/or manager.
17.	Participate in disaster recovery and operational recovery planning in order to ensure systems' security using technical knowledge and business resumption, documentation, tools supplied by the vendor, etc. as dictated by SAM, DOM, ISO, and the user and at the direction of the supervisor, technical lead, and/or manager.

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18.	Monitor systems utilization to determine capacity needs and develop plans to meet future needs, using business requirements, technical knowledge, documentation, tools supplied by the vendor, trend analysis, history of similar projects. etc., at the direction of the supervisor, technical lead, and/or manager.
19.	Analyze impact of increased system utilization on system performance to ensure that it can continue to operate according to business requirements, using business requirements, vendor supplied tools, technical knowledge, documentation, etc. at the direction of the supervisor, technical lead, user, and/or manager.
20.	Generate reports on system utilization to inform the business units of impending capacity issues due to growth and utilization of the system and support their long term planning regarding capacity needs, using technical knowledge, documentation, tools supplied by the vendor, history of similar projects. etc., at the direction of the supervisor, technical lead, and/or manager.
21.	Create procedures (e.g., installation, backup and recovery, operation, etc.) to ensure that departmental technical staff follow a consistent process based on vendor documentation, application requirements, and departmental standards, using technical knowledge, vendor documentation, application requirements, and departmental standards, at the direction of the supervisor, technical lead, and/or project manager.
22.	Liaison with vendors to report, troubleshoot, and resolve software problems using technical knowledge, communication skills, maintenance contracts, and vendor supplied problem management systems, etc. at the direction of the supervisor, vendor, technical lead, project manager, and/or manager.
23.	Critique application system designs to determine the best operating process and make recommendations regarding technical and operational feasibility of applications under consideration using technical knowledge, business requirements, application design documents, transaction information, number of users, etc., at the direction of the project manager, technical lead, supervisor, or manager.
24.	Maintain configuration of hardware, software, and documentation to track changes and assist with disaster recovery and operational recovery, using technical knowledge, utilities, vendor supplied baseline information, change management process, SAM requirements, etc. at the direction of the project manager, technical lead, supervisor, or manager.
25.	Track changes to systems hardware and software to maintain current configuration documentation using technical knowledge, utilities, vendor supplied baseline information, change management process, SAM requirements, etc. at the direction of the project manager, technical lead, supervisor, or manager.

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26.	Write technical operations run documentation to meet operational requirements, business requirements (e.g., disaster recovery and operational recovery requirements) and ensure consistency using business requirements, technical knowledge, vendor documentation, communication skills, etc. at the direction of the project manager, technical lead, supervisor, or manager.
27.	Review control agency documents, budget change proposals, security plans, feasibility study report, and disaster recovery plans, to ensure their accuracy and feasibility, and determine their impact using their technical knowledge, documents (e.g., control agency documents, budget change proposals, security plans, feasibility study report, disaster recovery plans, etc.), and communication skills, at the direction of the project manager, technical lead, supervisor, or manager.